

LOS ALAMITOS UNIFIED SCHOOL DISTRICT  
Office of the Personnel Commission

CLASS TITLE:       Counseling Assistant

**BASIC FUNCTION:**

Under the direction of an administrator, coordinate the flow of operations and communications for the high school Counseling Office; perform a variety of responsible and complex secretarial, technical and administrative functions in support of counselors and psychologists.

**ESSENTIAL FUNCTIONS:**

1. Plan, coordinate and organize the flow of activities and communications for the Counseling Office and interact with other departments related to Counseling such as attendance, records, and activities as well as other school sites, district office and outside agencies.
2. Serve as lead person for other clerical staff by providing training, direction and guidance.
3. Perform a variety of secretarial, technical and administrative responsibilities to relieve the administrators of administrative and clerical detail; assure smooth operations of the Counseling Office.
4. Research, compile, produce, process and coordinate aspects of programs such as Senior Awards Night, National Merit applications, graduation, CSF applications and Straight Talk.
5. Receive, monitor, track, and review student CUM files.
6. Compose, independently or from notes, a variety of materials including correspondence, schedules, lists, forms, special projects; maintain accurate files and records.
7. Provide detailed and technical information concerning policies and procedures where judgment, knowledge and interpretation of procedures and regulations are required; using independent judgment and initiative, problem-solve, provide service, answer questions, bringing critical or difficult issues to attention of supervisors; serve as a resource to others concerning policies and procedures.
8. Monitor Counseling supplies and forms, ordering when necessary.
9. Monitor unclaimed Progress Reports; provide unofficial transcripts; process requests for grade verifications.
10. Receive, greet, screen phone calls and visitors; receive, screen, sort and route mail; compose replies or handle correspondence independently, as directed.

## Counseling Assistant continued

11. Prepare and maintain appropriate logs, files and records.
12. Operate a variety of office equipment including copier, fax, computer with assigned software and peripheral equipment.
13. Attend and participate in variety of in-service trainings and meetings.
14. Perform other related duties as assigned.

### KNOWLEDGE AND ABILITIES:

#### Knowledge of:

Modern office practices, procedures and equipment  
Methods of collecting and organizing data and information  
Receptionist and telephone techniques and etiquette  
Record-keeping and filing techniques  
School office terminology, practices and procedures  
Health and safety regulations  
Correct English usage, grammar, spelling, punctuation and vocabulary  
School and District organization, operations, policies and objectives  
Applicable sections of Education Code and other applicable laws  
Interpersonal skills using tact, patience and courtesy  
Principles and operation of word processing equipment and assigned software  
Letter and report writing, editing and proofreading  
Oral and written communication skills

#### Ability to:

Coordinate activities of Counseling Office  
Operate word processing equipment and software, office machines such as fax, printer, copier  
Perform responsible and complex office, secretarial, technical and administrative work involving independent judgment, requiring accuracy and speed with general supervision  
Train and provide guidance and work direction to other clerical staff  
Compose correspondence independently; compile data and prepare reports  
Establish and maintain effective working relationships with others; provide good public relations  
Analyze situations correctly and adopt an effective course of action  
Assure efficient and timely and accurate completion of projects and activities  
Understand, interpret rules and written directions and apply to specific situations  
Perform duties effectively with many demands on time and constant interruptions  
Plan and organize work  
Maintain accurate records and prepare reports  
Work confidentially with discretion  
Communicate effectively in English both orally and in writing  
Make arithmetic calculations quickly and accurately  
Understand and follow oral and written directions  
Work independently with little direction  
Type at 50 wpm from clear copy

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**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: graduation from high school, including or supplemented by college level courses in secretarial science or related business field and five years of increasingly responsible and varied clerical or secretarial experience

**WORKING CONDITIONS:**

High school office environment; subject many demands on time and constant interruptions; subject to tight deadlines and working in difficult interpersonal situations; subject to sitting for extended periods of time; frequently kneel, squat, stoop, stand and bend; repetitive twisting/pressure involving wrists/hands; repetitive use of hand, arm, shoulder; carry, push or pull up to 50 lbs.; work at computer for extended periods of time requiring close/distance vision; color vision, peripheral vision, depth perception and the ability to adjust focus; frequent use of telephone and other office equipment; constant people contact; ability to hear, speak normal voice conversation; exposed to minor contagious illnesses.

**SALARY RANGE:** 62

**ADOPTED BY PERSONNEL COMMISSION:** December 11, 2002

**ADOPTED BY BOARD OF EDUCATION:** January 13, 2003